

# Explore access and inclusion questions



## All of Us

Our guide to engaging consumers, carers and communities across NSW Health

## Made for many and by many

NSW Ministry of Health - Experience Team

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# Explore access and inclusion questions

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# Overview: What, why and when

**What:** A tool with processes and prompts to help facilitators and hosts:

- know their responsibilities around access and inclusion
- learn about the access or inclusion needs of participants without putting all the work onto participants to educate the facilitator(s)
- give themselves time before meetings and workshops to plan for accommodations and adjustments.

**Why:** Sometimes consumers, carers and communities don't know what accommodations they can ask for. Or they might be too nervous to ask. If people can't access engagement, they can't be included. We miss important perspectives and in some cases, risk indirect discrimination.

Being flexible takes planning. It can be hard to do in the moment you realise you didn't think about an access or inclusion need.

**When you might use this tool:**

- when creating a project plan and budget for engagement
- when planning a specific activity such as a meeting, workshop or forum
- when talking with consumers, carers and communities about their participation
- when recruiting and onboarding new people onto your group or project.



# Three actions for facilitators and hosts

## 1. Facilitators, do your homework first.

It's your responsibility to learn about the access and inclusion needs of the people you're engaging with. And to know your obligations under anti-discrimination laws.

You might talk to community organisations or colleagues with knowledge (such as on hosting wheelchair users, transgender people or Aboriginal people).

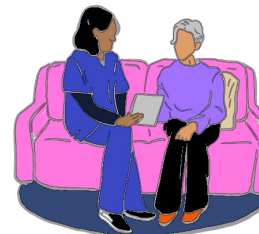
### You could use the All of Us Essentials Checklist to identify:

- how many of the essentials you're already thinking about
- what you're not thinking about
- anything you don't understand.

## 2. Then, put some basics in place for access and inclusion.

For example:

- make sure any venues you use have wheelchair and pram access
- make sure any venues you use are friendly with easy parking and public transport
- use closed captions for virtual meetings
- offer Auslan interpreters
- take regular breaks during sessions
- offer a few choices of how to do activities
- ensure access to gender-neutral/unisex bathrooms



## 3. Next, ask the people you're engaging what they need to take part.

You could ask in one or more of these ways:

- a one-to-one chat with a consumer, carer or community member
- in an email
- in an event registration process
- during an onboarding process.

*“Hey, we’re looking forward to you joining our workshop/event/committee. Here are some things we’re already thinking about so everyone can take part. And a few other things we can do to make your participation possible. Let us know what you need and if there’s anything else we can do.”*

# Some ways to help people who aren't sure

Some people might be afraid to ask for accommodations. Especially if you haven't asked them what they need or you haven't said what you'll provide.

Some people don't want to be a burden. Or they may have been told their needs are too much.

Other people (staff included) might be understanding their access and inclusion needs.

So, to help even the playing field, give people choices. Make sure the choices are things that you can provide. The choices could be in a hand-out, in a conversation, in a list (in an onboarding process, event registration, form or something else). Or, another way.



Here's an example inspired by Orygen [1]. You can print your own on page 6.

Extra time to take in information <input type="checkbox"/>	A support person, pet or thing <input type="checkbox"/>	A venue without bright lights, strong smells or loud noises <input type="checkbox"/>	<input type="checkbox"/>
Print-outs <input type="checkbox"/>	A venue that isn't at a hospital <input type="checkbox"/>	Know what to expect about venue, the group or the process <input type="checkbox"/>	<input type="checkbox"/>
No pressure to speak in front of a group <input type="checkbox"/>	Flexibility: things can change with my health <input type="checkbox"/>	Help or a refresher with the technology <input type="checkbox"/>	<input type="checkbox"/>

[1] Orygen.(2016). How to Partner with Young People.

# Print your own

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